VOL.
5
1986

INDEX
1 - 5

International Journal of

Hospitality Management

Editor-in-Chief

John O'Connor

Five-year Cumulative Volume Contents, Author and Key Word Indexes

Published with the support of the International Association of Hotel Management Schools

Pergamon Press
Oxford • New York
Beijing • Frankfurt • São Paulo
Sydney • Tokyo • Toronto

International Journal of Hospitality Management

Editor-in-Chief

John O'Connor

Head of the Department of Catering Management, Oxford Polytechnic, Headington, Oxford OX3 0BP, U.K.

Executive Editors

Ewout Cassee, *President of IAHMS, Hogere Hotelschool, The Hague, Netherlands*
Philip Nailon, *Department of Hotel, Catering and Tourism Management, University of Surrey, Guildford, U.K.*
Michael D. Olsen, *Virginia Polytechnic Institute and State University, Division of Hotel, Restaurant and Institutional Management, 313 Wallace Hall, Blacksburg, VA 24061, U.S.A.*
Abraham Pizam, *Dick Pope Sr. Institute of Tourism Studies, University of Central Florida, P.O. Box 25000, Orlando, FL 32816, U.S.A.*
Brian Wise, *School of Business, Footscray Institute of Technology, Australia*

Editorial Board

Gary P. Akehurst, *Department of Hotel and Catering Management, Dorset Institute of Higher Education, U.K.*
Jon Bareham, *Department of Service Sector Management, Brighton Polytechnic, U.K.*
John Beavis, *Scottish Hotel School, University of Strathclyde, U.K.*
John Fuller, *Oxford, U.K.*
Chuck Y. Gee, *School of Travel Industry Management, University of Hawaii, U.S.A.*
George Glew, *Department of Catering Studies, Huddersfield Polytechnic, U.K.*
Keith Johnson, *School of Hospitality Management, Leeds Polytechnic, U.K.*
Brendan M. Keegan, *Organization Development, Marriott Corporation, Washington DC, U.S.A.*
George Kibedi, *Canadian Hospitality Institute, Willowdale, Ontario, Canada*
David Kirk, *Department of Hotel and Catering Studies and Home Economics, Sheffield Polytechnic, U.K.*
Frank McMahon, *Hotel School, Technical College, P.O. Box 1392, Bulawayo, Zimbabwe*
Anthony G. Marshall, *Hospitality Management, Florida International University, U.S.A.*
S. Medlik, *9A Pewley Hill, Guildford, Surrey GU1 3SQ, U.K.*
Serge Perrot, *Ministère de l'Education, Paris, France*
Brian E. Slater, *Head, Department of Institutional Management and Catering Studies, Hong Kong Polytechnic, Kowloon, Hong Kong*
Paul Slattery, *Department of Catering Studies, Huddersfield Polytechnic, U.K.*
Donald Smith, *Tourism & Hospitality Management Program, Mount St Vincent University, Nova Scotia, Canada*
Derek Taylor, *4 Rowan Walk, London N2 0NN, U.K.*
Jerome J. Vallen, *College of Hotel Administration, University of Nevada, U.S.A.*
A. L. Wrisley, *Department of Hotel, Restaurant and Travel Administration, University of Massachusetts, U.S.A.*

The journal is supported by the **International Association of Hotel Management Schools** whose primary aim is to advance knowledge in the field of education for hotel management and related subjects. Current membership is derived from colleges in eight European countries and it is anticipated that countries outside Europe will be represented as the Association develops. Membership is derived only from institutions offering courses at the highest level in the country concerned.

Annual Subscription Rates (1987)

Published four times per annum. Annual institutional subscription rate (1987) DM 265.00 (including postage and insurance). Two-year institutional rate (1987/88) DM 503.50. Personal subscription rate for those whose library subscribes at the regular rate (1987) DM 114.00. Prices are subject to change without notice.

Subscription enquiries from customers in North America should be sent to: Pergamon Journals Inc., Maxwell House, Fairview Park, Elmsford, NY 10523, U.S.A., and for the remainder of the world to: Pergamon Journals Ltd., Headington Hill Hall, Oxford OX3 0BW, U.K.

Publishing and Advertising Offices

Pergamon Journals Ltd., Headington Hill Hall, Oxford OX3 0BW, U.K.
Pergamon Journals Inc., Maxwell House, Fairview Park, Elmsford, NY 10523, U.S.A.

Copyright © 1987 Pergamon Journals Ltd.

It is a condition of publication that manuscripts submitted to this journal have not been published and will not be simultaneously submitted or published elsewhere. By submitting a manuscript, the authors agree that the copyright for their article is transferred to the publisher if and when the article is accepted for publication. However, assignment of copyright is not required from authors who work for organisations which do not permit such assignment. The copyright covers the exclusive rights to reproduce and distribute the article, including reprints, photographic reproductions, microform or any other reproductions of similar nature and translations. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, electrostatic, magnetic tape, mechanical, photocopying, recording or otherwise, without permission in writing from the copyright holder.

Photocopying information for users in the U.S.A. The Item-Fee Code for this publication indicates that authorization to photocopy items for internal or personal use is granted by the copyright holder for libraries and other users registered with the Copyright Clearance Center (CCC) Transactional Reporting Service provided the stated fee for copying beyond that permitted by Section 107 or 108 of the United States Copyright Law, is paid. The appropriate remittance of $3.00 per copy per article is paid directly to the Copyright Clearance Center Inc., 27 Congress Street, Salem, MA 01970.

Permission for other use. The copyright owner's consent does not extend to copying for general distribution, for promotion, for creating new works, or for resale. Specific written permission must be obtained from the publisher for such copying.

The Item-Fee Code for this publication is: 0278-4319/87 $3.00 + 0.00

Contents of Volume 1

Number 1

John O'Connor	1	Editorial
Articles		
Paul R. Gamble	3	Some implications of computers for hospitality managers
Atid Kaplan	11	A management approach to hospitality and tourism education
C. Hunt	19	Preparing foods to meet nutritive and eating quality requirements
Ray H. Anderson and Brian Wise	27	Small business valuation – financial and management implications for new industry entrants
Alastair Macfarlane	35	Trade unionism and the employer in hotels and restaurants
Rab Larmour	45	Problems faced by managers in the hotel and catering industry
John Burgess	49	Perspectives on gift exchange and hospitable behaviour
Reviews and Features		
Viewpoint		
Duncan Rutter	59	Catering education – a free market or a planned economy?
Derek Taylor	61	Catering education – a response to Duncan Rutter
R. G. Bamford	62	Service charges in Britain – right or rip-off?
Research Notes		
Abraham Pizam and Peter B. Manning	65	The impact of inflation on convention site selection
Lynette Hunter	67	Full-title bibliography: cookery and household affairs books published in Britain 1800–1914
Book Reviews	69	
Conference News	73	
Calendar	75	
Courses	76	

Number 2

Ewout Cassee	77	Editorial
Articles		
Richard Kotas	79	The European hotel: methodology for analysis of financial operations and identification of appropriate business strategy
Ken W. McCleary and Pamela A. Weaver	85	Improving employee service levels through identifying sources of customer satisfaction
Michael L. Kasavana	91	Computer-assisted hospitality information systems
Brother Herman E. Zaccarelli and Jack D. Ninemeier	95	Cost effective contract food service

VOL. 5 1986

INDEX - 5

Number 2 cont'd

R. F. Cichy	103	HACCP as a quality assurance tool in a commissary food-service system
Gary P. Akehurst	107	Hotel and catering economics: a new approach
Robert C. Lewis	115	Positioning analysis for hospitality firms
Reviews and Features		
Viewpoint		
Sultan Kermally	119	Human resources management – legal dimension
Frank H. Waskey	120	Which way to professionalism? – some challenges for hospitality management
Alastair Macfarlane	123	Some implications of computers – a response to Paul Gamble
Paul R. Gamble	124	Some implications of computers – a reply to Alastair Macfarlane
Book Reviews	127	
Calendar	131	

Number 3

John O'Connor	133	Editorial
Articles		
Philip Nailon	135	Theory in hospitality management
Howard L. Hughes	145	The service economy, de-industrialisation and the hospitality industry
Michael D. Olsen and Manuel L. Jose	151	Time-series forecasting: a testing of applications to the food-service industry
William J. Morgan Jr	157	Equality vs inequality amongst hospitality workers
J. W. Buick	163	Conceptual modelling 'outline' for a new fast-food facility
Arthur Meidan and Benjamin Lee	169	Marketing strategies for hotels
Reviews and Features		
Viewpoint		
Peter Jones	179	The computer and the chef
Joe Hegarty	180	Education for hotel and tourism occupations in the developing world
Book Reviews	183	
Calendar	187	
Title Section, Volume Contents, Author and Key Word Indexes, Volume 1, 1982	i	

VOL 5 198
INDE 1 -

Contents of Volume 2

Number 1

John O'Connor	1	Editorial
Articles		
Diane Seymour	3	The social functions of the meal
Paul Slattery	9	Social scientific methodology and hospitality management
Florence Berger	15	Disparate learning styles of hospitality students, professors and managers
John P. Kohl and Paul S. Greenlaw	25	Government regulation and hospitality management
Keith Johnson	31	Trade unions and total rewards
Richard Kotas	37	Profit improvement programmes in food and beverage operations: a new technique of profit management
Reviews and Features		
Viewpoint		
David Airey and Gary Akehurst	43	Economics and business studies for hotel and catering education
Sultan Kermally	45	Human resources management – dismissing fairly
Research Note		
Abraham Pizam and Julianne Pokela	49	Energy costs and tourism magnitude – the case of north-east U.S.A.
Book Reviews	53	
Books Received 1982	57	
Calendar	58	

VOL. 5 1986

NDEX - 5

Number 2

Abraham Pizam	59	Editorial
Articles		
Derek Taylor	61	The migrant contribution to the British hotel industry
F. X. Brown and D. J. Christianson	69	Early termination by seasonal employees: a comparative analysis
James Abbey	77	Is discounting the answer to declining occupancies?
Avner Arbel	83	Higher energy cost and the demand for restaurant services – a time-series analysis
Rab Larmour	89	Some problems faced by managers in the hotel and catering industry
Peter Jones	93	The restaurant – a place for quality control and product maintenance?

Number 2 cont'd

Reviews and Features

Viewpoint

Howard L. Hughes 101 Too many managers' associations in the hotel and catering industry?

R. C. Wood 103 Theory, management and hospitality: a response to Philip Nailon

Book Reviews 105

1982 Research Register 109

Courses 110

Calendar 111

Number 3

Special Issue: Financial Management in the Hospitality Industry

Michael D. Olsen 113 Editorial

Articles

John D. Lesure 115 Break-even analysis – a useful management tool in the lodging industry

Ray H. Anderson 121 Inflation and its impact on investment decisions in the hospitality industry

David V. Pavesic 127 Cost/margin analysis: a third approach to menu pricing and design

Steven M. Dawson 135 A synthesis of alternative techniques for calculating the return on investment

Pat' R. Gamble and Michael Kipps 141 The conception and development of a micro-computer-based catering information system

Reviews and Features

Viewpoint

Charles Levinson 149 Purchasing strategy: the as served prime cost system

Vel Rae Burkholder 153 Cost reduction program through the use of the Gantt chart

Research Note

Ruth Taylor, David Airey and Richard Kotas 157 Rates of pay in the British hotel and catering industry

Courses 161

Calendar 161

World Hospitality Congress – II: Call for Papers/Proposals 162

Number 4

John O'Connor	163	Editorial

Articles

K. M. Haywood	165	Assessing the quality of hospitality services
Robert J. Martin	179	The on-premise laundry in the United States: basic engineering and operational considerations prior to installation
Michael Olsen, Carl Bellas and Lynn Ventrice Kish	187	Improving the prediction of restaurant failure through ratio analysis
Mary Cobb	195	A view of the strengths and weaknesses in the teaching of practical food studies, within a degree framework
John Preston Kohl	203	The impact of the Age Discrimination in Employment Act on employee benefit plans in the United States

Reviews and Features

Viewpoint		
Sultan Kermally	207	The Hotel Proprietors Act, 1956 – a Scottish survey
David H. Freed	208	The food service professional in the non-food organization: some insights
Book Review	211	
U.K. Manpower Research Report	213	
Calendar	215	
Volume Contents, Author and Key Word Indexes, Volume 2, 1983	i	

VOL. 5 1986

NDEX - 5

Contents of Volume 3

Number 1

John O'Connor	1	Editorial
Articles		
M. Hopper	3	Australian resort timesharing
Michael J. Ellerbrock, James C. Hite and Gary J. Wells	11	Competition and lodging room rates
John Palmer	19	The transpitality industry
G. P. Akehurst	25	The measurement of concentration in the hospitality industry
Reviews and Features		
Viewpoint		
D. A. McDowell and T. R. A. Smyth	35	Critical peer group operation analysis in catering education
J. M. Wachtel	38	Marketing or sales? Some confusion in the hospitality industry
Alan Pannett	40	The right to refuse service in England
Obituary		
G. A. Richardson	45	Anthony Milson
Book Reviews	47	
Books Received 1983	51	
Calendar	52	

Number 2

John O'Connor	53	Editorial
Articles		
Paul Slattery and Michael Olsen	55	Hospitality organisations and their environment
Audrey W. Pepper and Anthony Milson	63	The use and acceptability of convenience and fast-foods in the food service industry in Scotland
Keith Johnson and Thelma Whatton	71	A future for wages councils in the hospitality industry in the U.K.?
Reviews and Features		
Viewpoint		
D. A. McDowell and T. R. A. Smyth	81	Social skills modification in catering management education

Number 2 cont'd

Research Note
John S. A. Edwards 83 The effects of queuing on food preferences

Book Reviews 87

Conference Report 93 World Hospitality Congress II, Boston, 1984

Erratum 95

Calendar 97

Number 3

John O'Connor 99 Editorial

Articles

Denney G. Rutherford and William J. Schill 101 Theoretical constructs in practice: managers rate their importance

Margaret McKenna and Rab Larmour 107 Women in hotel and catering management in the U.K.

Robert L. Plunkett and Florence Berger 113 Sales skills in the hospitality industry

Arie Reichel and Abraham Pizam 123 Job satisfaction, lifestyle and demographics of U.S. hospitality industry workers — versus others

Reviews and Features

Viewpoint
David H. Freed 135 On knowing who you're in bed with: a fresh look at the critics of HRI education

John O'Connor 137 Obituary — George Silver: restaurateur and actor

Book Reviews 139

Calendar 143

Software Survey Section I

Number 4

Philip Nailon 145 Editorial

Articles

Alan J. Parker 147 Hotel executive microcomputer use in the United States

William J. Corney 153 The use of computer spreadsheets for overbooking optimization and analysis

Jeffrey D. Schaffer 159 Strategy, organization structure and success in the lodging industry

VOL. 5 1986

INDEX - 5

Number 4 cont'd

Reviews and Features

Viewpoint Christopher Driver	167	Maps, gaps and guides
Ian Graham	169	Challenges facing the executive of a hotel corporation operating in developing countries
Research Note R. J. Pine	171	Operator opinions of catering equipment
News Tom Reeves	175	The future of the hotel and catering industry
Book Reviews	177	
Calendar	183	
Software Survey Section	I	
Volume Contents, Author and Key Word Indexes, Volume 3, 1984	i	

VOL
5
198

INDE
1 -

Contents of Volume 4

Number 1

John O'Connor — 1 — Editorial

Articles

Diane Seymour — 3 — An occupational profile of hoteliers in France

Manuel L. Jose and Michael D. Olsen — 9 — A dynamic programming approach to the seasonal staffing problem

K. Michael Haywood — 15 — The GO system: generating opportunities for hospitality businesses

Lothar A. Kreck — 27 — Evaluating training through work performance standards

Reviews and Features

Viewpoint

Laurie Mullins — 39 — Management and managerial behaviour

Research Note

B. H. Schell, L. Amero, S. Cameron and J. Scott — 43 — A profile of consumers of fine wine clubs

Book Reviews — 45

Announcement — 49 — HCITB Training Courses

Books Received 1984 — 51

Calendar — 53

Software Survey Section — I

Number 2

John O'Connor — 55 — Editorial

Articles

J. S. Hopkinson — 57 — Analysis of a hotel corridor fire

Sean Mooney and Joe M. Penn — 63 — Market segmentation in hotels: a move up-market with the 'club' concept

David V. Pavesic — 67 — The myth of discount promotions

Reviews and Features

Viewpoint

David H. Freed — 75 — Hospitalityism: a call to action

A. J. Basker — 77 — Presentation skills: a vital experience for trainee managers

VOL. 5 1986

INDEX - 5

Number 2 cont'd

Peter A. Jones	78	Future computer developments in the hospitality industry
Obituary	83	Vance Christian: Food and Hotel Management Consultant
News		
Venkat Chandrasekar	85	Condo-hotels are here to stay
Brian Weeks	87	Hospitality software
Book Reviews	89	
Calendar	95	
Software Survey Section	I	

Number 3

John O'Connor	97	Editorial
Articles		
Michael Riley	99	Some social and historical perspectives on unionization in the U.K. hotel industry
P. J. Stevens	105	How hospitality managers learn. Are today's education and training programs designed to get the biggest bang for the big buck we're spending?
Nan Unklesbay, Kenneth Unklesbay and Kari R. Dawson	115	Heat processing menu items with rotating hot air versus deep fat frying
Reviews and Features		
Viewpoint		
Herman E. Zacarelli	123	Is the hospitality–foodservice industry turning its employees on — or off? The manager makes the decision
Robert Humphreys	124	The survival of 'scientific management'
J. A. Hegarty	127	Curriculum development in hospitality studies
Bob Brotherton	128	Hotel and catering management education: the creation of an effective learning environment
Research Note		
S. M. Jameson and K. Johnson	131	The hotel shop steward — an emerging role in British industrial relations
Book Reviews	133	
Calendar	137	
Software Survey Section	I	

Number 4

Ewout Th. Cassee	139	Editorial

Articles

Ruud Reuland, Janet Choudry and Ans Fagel	141	Research in the field of hospitality

International Association of Hotel Management Schools: Conference Papers

Ian Pickup	149	Budgetary control within the hotel industry
David Litteljohn	157	Towards an economic analysis of trans-/multi-national hotel companies
Peter Cullen	167	Economic aspects of hotel and catering industry changes
W. Nevett	173	Operations management perspectives and the hospitality industry

Reviews and Features

Viewpoint

William A. O'Dea	179	Budgetary control — a behavioural viewpoint
Laurie Mullins	181	Job analysis — know the job and the person to do it
Denney G. Rutherford	183	The arrogance of the 'new' service industries
Book Reviews	185	
Calendar	187	
Software Survey Section	I	
Volume Contents, Author and Key Word Indexes, Volume 4, 1985	i	

VOL. 5 1986

INDEX - 5

Contents of Volume 5

Number 1

John O'Connor	1	Editorial

Articles

Colin Hales and Michael Nightingale	3	What are unit managers supposed to do? A contingent methodology for investigating managerial role requirements
Geoffrey A. Parker and William E. Kent	13	Utilizing live entertainment in hotels, restaurants and clubs
David Dann and Timothy Hornsey	23	Towards a theory of interdepartmental conflict in hotels
Michael J. Boella	29	A review of personnel management in the private sector of the British hospitality industry

Reviews and Features

Viewpoint David Freed	37	Procrastination in the leisure time industries: some unfinished thoughts
Janet Mock	38	Healthy eating and the caterer
Sultan Kermally	40	Catering management education — the entrepreneurial dimension
Book Review	41	
Books Received	43	
Calendar	44	
Software Survey Section	I	

Number 2

Abraham Pizam	45	Editorial

Articles

William P. Andrew, Carolyn U. Lambert and Joseph M. Lambert	47	Decision modeling using simulation: a hospitality perspective
W. Terry Umbreit	55	Developing behaviorally-anchored scales for evaluating job performance of hotel managers
Mary Fish and Patricia Rudolph	63	The impact of changing conditions on international resort returns: a case study in a developing country
Connie Mok and DoriAnn Finley	71	Job satisfaction and its relationship to demographics and turnover of hotel food-service workers in Hong Kong
John Fuller	79	The growth of a hospitality library

VOL 5 198
INDE 1 -

Number 2 cont'd

Reviews and Features

Discussion Paper

87 Service industries: their importance in the economy

Viewpoint

Keith Allwood 93 The Spanish Parador as a paradigm — an alternative view

Research Note

Marian Whitaker 95 The diffusion of information technology across the hotel and catering industry (U.K.)

News

Venkat Chandrasekar 97 Hotel financing — bullish on market segmentation!

Clive Hunt 99 XIII International Congress of Nutrition, Brighton, U.K.

Book Reviews 103

Calendar 105

Software Survey Section I

VOL. 5 1986

INDEX - 5

Number 3

John O'Connor 107 Editorial

Articles

Paul Gamble and Graham Smith 109 Expert front office management by computer

A. Edward Day 115 Impact of exchange rates on air travel

Rex S. Toh 121 Coping with no-shows, late cancellations and oversales: American hotels out-do the airlines

Peter J. Harris 127 The application of regression and correlation techniques for cost planning and control decisions in the hotel industry

Florence Berger and Bonnie Farber 135 Adult learning theory and hospitality industry training

Stephen D. Ball, Keith Johnson and Paul Slattery 141 Labour productivity in hotels: an empirical analysis

Reviews and Features

Discussion Paper

Joe Kane 149 Participative management as a key to hospitality excellence

Viewpoint

D. Leslie and D. A. McDowell 153 Operations analysis in catering education

Book Reviews 155

Calendar 159

Software Survey Section I TICHAM — The Delon Plaza

Number 4

Jon Bareham and Mike Taylor	161	Editorial
Articles		
Beth L. Carlson	163	Meeting consumer needs — the basis for successful marketing of nutrition in foodservice
Francis Buttle	171	Travel agency merchandising
D. Jeffrey and N. J. Hubbard	177	Weekly occupancy fluctuations in Yorkshire and Humberside hotels 1982–1984: patterns and prescriptions
G. P. Akehurst, I. Hallsworth, C. Patrick and H. Snee	189	Identification of the reactions of hotel managers to new competition
David L. Whitney	197	Attentional styles and stress factors of hotel sales/ marketing managers
Peter Jones	201	Internal marketing
J. M. Penn and S. Mooney	205	Cross-cultural negotiations in the hospitality industry: the Japanese market
Reviews and Features		
Discussion Paper		
Jon Bareham and Peter Jones	209	An approach to developing the marketing expertise of hospitality managers
Viewpoint		
Jerry M. Dybka	213	A comprehensive look at the American traveller: the U.S. pleasure travel market study
Kate Drew	215	Menus — spoiled for choice
Book Reviews	217	
Calendar	221	
Software Survey Section	I	
Volume Contents, Author and Key Word Indexes, Volume 5, 1986	i	

VOL. 5 1986

INDEX 1 - 5

Author Index

Abbey, J. 77
Airey, D. 43, 157
Akehurst, G. 43
Akehurst, G. P. 107, 189, 25
Allwood, K. 93
Amero, L. 43
Anderson, R. H. 27, 121
Andrew, W. P. 47
Arbel, A. 83

Ball, S. D. 141
Bamford, R. G. 62
Bareham, J. 161, 209
Basker, A. J. 77
Beavis, J. 73
Bellas, C. 187
Berger, F. 113, 135, 15
Boella, M. J. 29
Brotherton, B. 128
Brown, F. X. 69
Buick, J. W. 163
Burgess, J. 49
Burkart, A. J. 177
Burkholder, V. R. 153
Buttle, F. 171

Calantone, R. J. 48
Cameron, S. 43
Carlson, B. L. 163
Cassee, E. 77
Cassee, E. Th. 139
Chandrasekar, V. 85, 97
Choudry, J. 141
Christianson, D. J. 69
Cichy, R. F. 103
Cobb, M. 195
Corney, W. J. 153
Credland, G. D. 139
Cullen, P. 167

Dann, D. 23
Davies, E. J. G. 128
Dawson, K. R. 115
Dawson, S. M. 135
Day, A. E. 115
Drew, K. 215
Driver, C. 167
Dybka, J. M. 213

Edwards, J. S. A. 83
Ellerbrock, M. J. 11

Fagel, A. 141
Farber, B. 135
Fellows, P. 55
Finley, D. 71
Fish, M. 63
Francis, B. 211
Freed, D. 37
Freed, D. H. 75, 135, 208
Fuller, J. 79

Gamble, P. 109
Gamble, P. R. 124, 141, 3
Gianino, J. 54
Graham, I. 169, 69
Gredland, G. 185
Greenlaw, P. S. 25

Hales, C. 3
Hallsworth, I. 189
Harris, P. 70
Harris, P. J. 127
Haywood, K. M. 15, 165
Hegarty, J. 180
Hegarty, J. A. 127
Hite, J. C. 11
Hodges, R. 70
Hopkinson, J. S. 57
Hopper, M. 3
Hornsey, T. 23
Hubbard, N. J. 177
Hughes, H. L. 101, 145
Humphreys, R. 124
Hunt, C. 19, 99
Hunter, L. 67

Jameson, S. M. 131
Jeffrey, D. 177
Jeffries, D. J. 87
Johnson, K. 131, 141, 31, 71, 140
Jolly, E. 142
Jones, P. 179, 201, 209, 93
Jones, P. A. 78
Jones, R. F. 106, 89
Jose, M. L. 9, 151

Kane, J. 149
Kaplan, A. 11
Kasavana, M. L. 91
Kent, W. E. 13
Kermally, S. 119, 40, 45, 207
Kipps, M. 141, 181
Kish, L. V. 187
Kohl, J. P. 25, 203
Kotas, R. 37, 157, 79, 88
Kreck, L. A. 27

Lambert, C. U. 47
Lambert, J. M. 47
Larmour, R. 107, 45, 89
Lawson, F. R. 50
Lee, B. 169
Leslie, D. 153
Lesure, J. D. 115
Levinson, C. 149
Lewis, R. C. 115
Litteljohn, D. 157

McCleary, K. W. 85
McDowell, D. A. 153, 35, 81
Macfarlane, A. 123, 35
McKenna, M. 107
Manning, P. B. 65
Martin, R. J. 179
Mayo, E. J. 90
Meidan, A. 169
Middleton, V. T. C. 105
Milson, A. 63
Mitchell, C. 71
Mitchell, I. D. 184
Mock, J. 38
Mok, C. 71
Mooney, S. 205, 63
Morgan, W. J., Jr. 157
Mullins, L. 39, 181

Nailon, H. 47
Nailon, P. 135, 145, 183
Nevett, W. 173
Nightingale, M. 3
Ninemeier, J. D. 95

O'Connor, J. 1, 107, 163, 53, 93, 99, 137, 55, 97, 133
O'Dea, W. A. 179
Olsen, M. 55, 113, 187
Olsen, M. D. 151, 9

Palmer, J. 19
Pannett, A. J. 106
Parker, A. J. 147
Parker, G. A. 13
Patrick, C. 189
Pavesic, D. V. 127, 67
Peacocke, H. 127, 49
Penn, J. M. 205, 63
Pepper, A. W. 63
Pickup, I. 149
Pine, R. J. 171
Pizam, A. 123, 45, 49, 59, 65
Plunkett, R. L. 113
Pokela, J. 49

Reeves, T. 175
Reichel, A. 123
Reuland, R. 141
Richardson, G. A. 45
Riley, M. 99
Robertson, C. 179
Rogers, H. A. 177
Rudolph, P. 63
Rutherford, D. G. 101, 183
Rutter, D. 59

Schaffer, J. D. 159
Schell, B. H. 43
Schill, W. J. 101
Scobey, P. 180
Scott, J. 43
Seymour, D. 3
Silver, G. 141
Slattery, P. 141, 55, 9, 54
Smith, G. 109
Smyth, T. R. A. 35, 81
Snee, H. 189
Stevens, P. J. 105

Taylor, D. 53, 61
Taylor, M. 61
Taylor, R. 157
Toh, R. S. 121

Umbreit, W. T. 55
Undy, R. 181
Unklesbay, K. 115
Unklesbay, N. 115

Valentine, J. R. 179

Wachtel, J. M. 38
Waskey, F. H. 120
Weaver, P. A. 85
Weeks, B. 87
Wells, G. J. 11
Weston, J. 178
Whatton, T. 71
Whitaker, M. 95
Whitney, D. L. 197
Wise, B. 27
Wood, R. C. 103
Zaccarelli, H. E. 95, 123

Key Word Index

Acceptability 63
Accommodation 11
Accounting 149
Adult 105
Advertising 11
Age discrimination 203
Air travel 115
Airlines 121
Analysis 25, 57, 79, 83, 115
Andragogy 105, 135
Application 9
Attentional style 197
Attitudes 195
Australian development 3

Balance 107
Behaviors 55
Behaviour 85
Benefits 115
Break even point 67
Break-even 115
Britain 29
British 61
Brochures 171
Budgeting 147, 149

Capital budgeting 135
Cash flow 121
Catering 107
Catering information system 141
Catering management 141
Characteristics 177
Commissary 103
Competition 11
Computer 91, 141
Computer management 147
Computer software 153
Computerization 25
Computers 47
Concentration 25
Conceptual modelling 163
Conflict 23
Consumer 163
Consumers 201
Contract 69, 95
Contribution 61
Contribution margin 67
Control 37, 91, 149
Convenience foods 63
Cooperation 19
Copyright laws 13
Corridor 57
Cost 67
Cost control 141
Cost estimation 127
Cost prediction 127
Costs 25, 95, 179
Couponing 67
Creativity 15
Criteria 55
Cross-cultural negotiations 205
Customer 85

Decision making 109
Decision modeling 47
Demand elasticity 11
Departmental cost 127
Development 63
Dietary 95
Differentiation 115
Discount promotions 67
Discounting 77
Discrimination 157
Display space 171
Domestic service 99

Economic 63
Economic change 167
Economic development 145
Economic rate of return 63
Economics 107
Education 107
Efficiency 91
Electronic spreadsheets 147
Employee 85
Employee benefits 203
Employment 9
Employment Act 203
Employment regulations 71
Energy cost 83
Energy usage 115
Engineering 179
Entertainer unions 13
Environment 23
Environment relationships 55
Equipment 115
European 79
Evaluation 9, 121, 141
Exchange rates 115
Executive class 63
Expectations 3
Expert systems 109
Exponential smoothing 151

Facilitator 135
Fast-food facility 163
Fast foods 63
Feasibility studies 135
Females 107
Finance 115
Financial control 147
Financial operations 79
Fire 57
Food and beverage 37
Food and beverage management 141
Food service industry 63
Food studies 195
Food-service workers 71
Foodservice 115, 163
Forecasting 151
Front office 109
Functions 3

Gross profit 67
Group processes 135

HACCP 103
Hands-on experience 195
Hardware 147
Health-care 95
Hong Kong 71
Hospitality 15, 19, 25, 79, 85, 91, 105, 141, 157, 163
Hospitality demographics 123
Hospitality education 101
Hospitality employees 123
Hospitality industry 29, 71, 121, 145, 173
Hospitality management 25, 135, 165
Hospitality organization 55
Hospitality problems 173
Hotel 31, 57, 61, 79, 107
Hotel and catering industry 89, 107
Hotel industry 149
Hotel management 99
Hotel managers 55, 189
Hotel marketing 169
Hotel occupancy 177
Hotel operations 101
Hotel reservations 109
Hotel strategies 157
Hotels 69, 113, 121, 141, 167, 189
Household activities 167
Housekeeping management 101

Impact of changes 115
Improvement 37
In-house 179
Individual differences 3
Industrial economics 157
Industrial relations 99
Industry 61
Inequality 157
Inflation 121
Information 91
Integration 195
Interdependence 23
Internal marketing 201
Internal rate of return 63
International marketing 205
Internationalisation processes 157
Investment 121

Japan 205
Job descriptions 27
Job dimensions 55
Job satisfaction 71, 123
John Fuller Collections 79

Labour productivity 141
Late cancellations 121
Laundry 179
Learning 105
Learning styles 15
Legislation 71
Library 79
Lifestyle 123
Linkage 19
Live entertainment 13
Lodging 11, 115
Lodging industry 159
Lodging organization 159
Lodgings 77
Luxury 63

Management 3, 91, 95, 107
Management development 3

VOL. 5 1986

NDEX - 5

Managerial analysis 47
Managerial work 3
Managers 15, 89, 105
Market 63
Marketing 15, 19, 163, 177
Meal 3
Measurement 25, 85, 141
Measuring 27
Menu items 115
Merchandising 171
Methodology 79
Microcomputers 109
Microfiche library 79
Migrant 61
Model 141
Model cost behaviour 127

National park 69
Negotiation skills 205
New competition 189
No-shows 121, 153
Nutrient content 115
Nutrition 95
Nutrition programs 163

Objective environment 55
Occupancy 77
Occupational ideology 3
Occupational visibility 3
Operational control 147
Operations 115, 179
Operations management 173
Opportunities 15
Organization strategy 159
Organization structure 159
Outline 163
Overbooking 121, 153
Oversales 121
Overseas marketing 205

Participation 149
Pedagogy 105
Perceptual frameworks 135
Performance 55, 159, 169, 197
Performance standards 27
Performing-rights societies 13
Personally assessed environment 55
Personnel 201
Personnel management 29
Planning 177
Positioning 115
Price and non-price strategies 189
Prices 77
Pricing policy 77
Pricing strategy 11
Primes 127
Private sector 29
Private vs group 169
Problems 89, 127
Product development 15
Product maintenance 93
Production 167
Productivity 171
Professors 15
Profit 37
Pubs 167

Qualitative and quantitative approach 141
Quality 103, 165
Quality assurance 103
Quality audit 165
Quality control 93, 103

Racism 157
Rating 55
Recipe system 141
Recursive 9
Regression and correlation 127
Regulation 25
Remuneration 31
Research 141
Reservation 153
Resort 3
Resort investment 63
Restaurant 93
Restaurant demand 83
Restaurants 167
Return on equity 135
Return on investment 135
Review 29
Rewards 23, 31
Role performance 3
Roles 3
Room rates 11

Sales 113
Sales manager 197
Satisfaction 85
Seasonal 9
Seasonal employees 69
Seasonal variation 127
Segmentation 63
Sensitivity analysis 63
Service 63, 165
Services 145, 173, 201
Shared attitudes 3
Simulation 47
Skill inventories 135
Skills 3, 113
Sleepers 127
Social 3
Social history 99
Social science 9
Software 147
Spreadsheet 153
Staffing 9
Stages 9
Standards 127
States 9
Status and stigma 23
Strategies 169
Strategy 107
Stress 197
Structure 25
Students 15
Success 159
Supply 11
Survey 3
Symbolism 3
Systems 173

Teaching 195
Termination 69
Theory 135
Theory selection 9
Time 127
Time series analysis 177
Time-series 83
Time-series forecasting 151
Time-temperature 103
Timesharing 3
Tourism 63
Trade unionism 99
Trade unions 31
Training 27, 101, 113, 135
Transportation 19
Travel agency 171
Trends 47
Turnover 71

Under-representation 107
United States 203

Variable 67
Volume 127

Wages councils 71
Weighted contribution margin 127
Work attributes
Workers 31, 157

Printed in Great Britain by Express Litho Service (Oxford).

VOL.
5
1986

INDEX
1 - 5